

**JOLIET JUNIOR COLLEGE
DEPARTMENT OF COMPUTER INFORMATION
AND OFFICE SYSTEMS**

COURSE SYLLABUS

Course Prefix and Number	HIM 220
Course Title	Quality Management in Health Care
Curriculum	Computer Information & Office Systems
Lecture	3
Lab	0
Credit Hours	3
Prerequisites	HIM 101, and HIM 102, and CIS 122, and OFS 114

Catalog Description

This course teaches Basic QM and PI techniques used in health care facilities. Focus is on clinical assessment, infection control, utilization management, risk management and performance improvement tools.

Course Objectives: See attached.

Prepared by:

Reviewed by:

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Dept. of CIOS
3/05

Revised 4/09

Ram Raghuraman
Department Chairperson Date

STUDENT MATERIALS

A. Textbook:

Title: Quality & Performance Improvement in Health Care, 3rd Edition

Author: P. Shaw, C. Elliott, P. Isaacson, E. Murphy

Publisher: American Health Information Management Association

B. Other Required Materials

1. Two case studies
2. One Qualitative Analysis project

Student Evaluation (Type of Grading)

Projects, Homework, Midterm and Final Exam

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Course Prefix and Number: HIM 220 Title: Quality Management in Health Care

Week	Unit, Topic, Class Activity (Indicate approximate time allotment for each topic/unit)	Comments
1	Course requirements, syllabus, objectives, and evaluation methods; introduction lecture	
2	Chapter 1 (<i>Defining a Performance Improvement Model</i>) lecture Chapter 2 (<i>Identifying Improvement Opportunities</i> lecture); present case study for small-group discussion with summarization by class.	
3	Chapter 3 (<i>Applying Teamwork in Performance Improvement</i>) lecture; present case study for small-group discussion with summarization by class	
4	Chapter 6 (<i>Measuring Customer Satisfaction</i>) lecture; present case study for small-group discussion with summarization by class	
5	Chapter 7 (<i>Optimizing the Continuum of Care</i>) lecture; present case study for small-group discussion with summarization by class	
6	Chapter 8 (<i>Preventing and Controlling Infectious Disease</i>) lecture; present case study for small-group discussion with summarization by class	
7	Chapter 9 (<i>Decreasing Risk Exposure</i>) lecture; present case study for small-group discussion with summarization by class	
8	Chapter 10 (<i>Optimizing Patient Care</i>) lecture	
9	Chapter 11 (<i>Improving the Care Environment and Life Safety</i>) lecture	
10	Chapter 12 (<i>Developing Staff and Human Resources</i>) lecture; present case study for small-group discussion with summarization by class	

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11	Chapter 4 (<i>Aggregating and Analyzing Performance Improvement Data</i>) lecture	
12	Chapter 5 (<i>Communicating Performance Improvement Activities and Recommendations</i>) lecture; present case study for small-group discussion with summarization by class	
13	Storyboard presentations to class	
14	Chapter 18 (<i>Managing the Human Side of Change</i>) lecture; present case study for small-group discussion with summarization by class	
15	Chapter 14 (<i>Navigating the Accreditation, Certification, or Licensure Process</i>) lecture; present summarization by class	

OBJECTIVES

1. Develop basic understanding of Quality Management and Performance Improvements for Health Care.
2. Learn to apply teamwork in Performance Improvement activities.
3. Learn tools to monitor and improve the quality of patient care.